



PATIENT SAFETY DAY

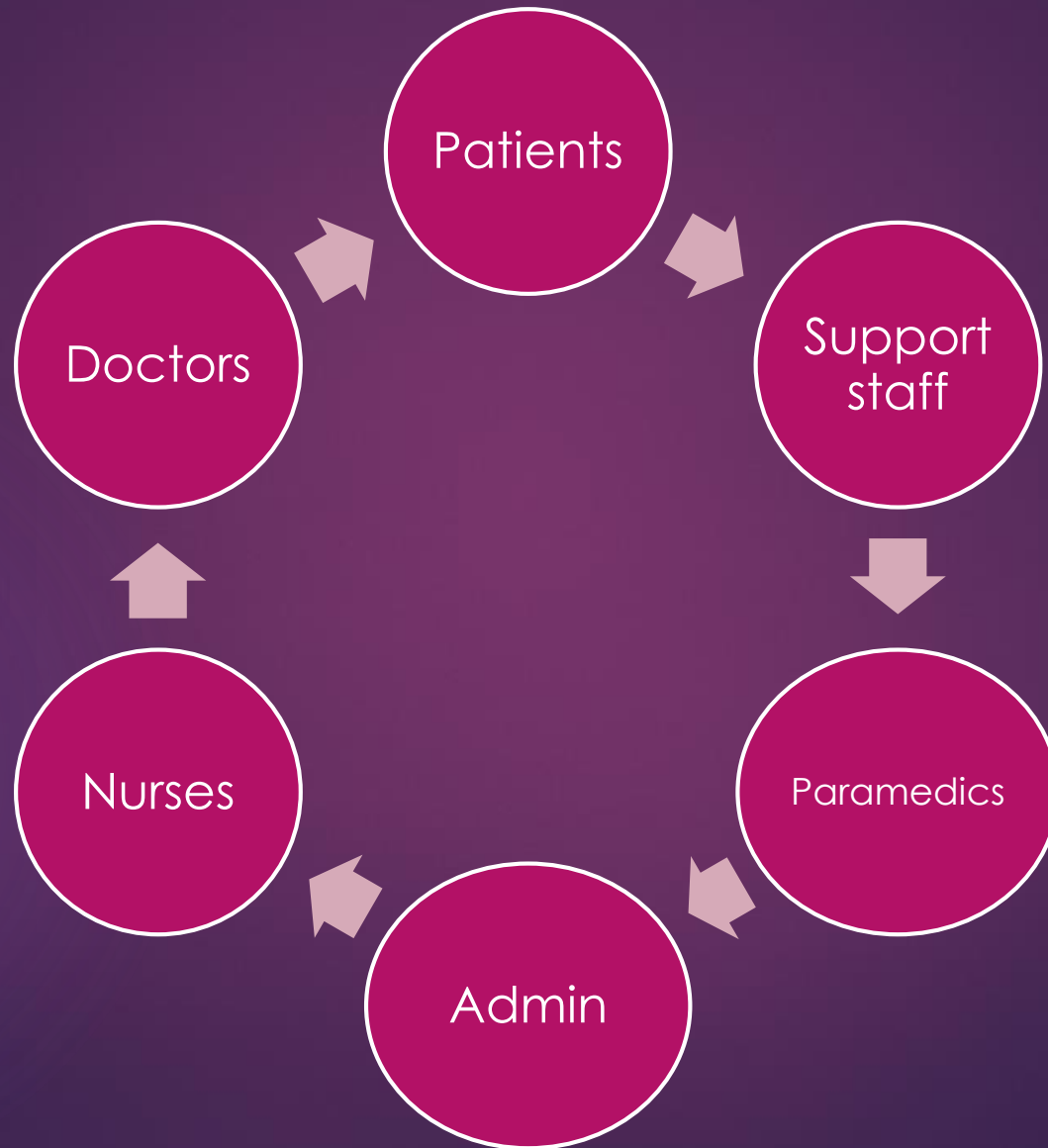
2023

# Engaging patients for patient safety

*Elevate the voice of patients*



# World patient safety day





# Patient reported experience measures

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# Why do we need PREMs?

- ▶ If to err is human .....
- ▶ What would you call someone who continues to err for 25 years?

# Surgical never events

- ▶ Wrong site surgery
- ▶ Wrong patient surgery
- ▶ Retained foreign object
- ▶ Wrong procedure



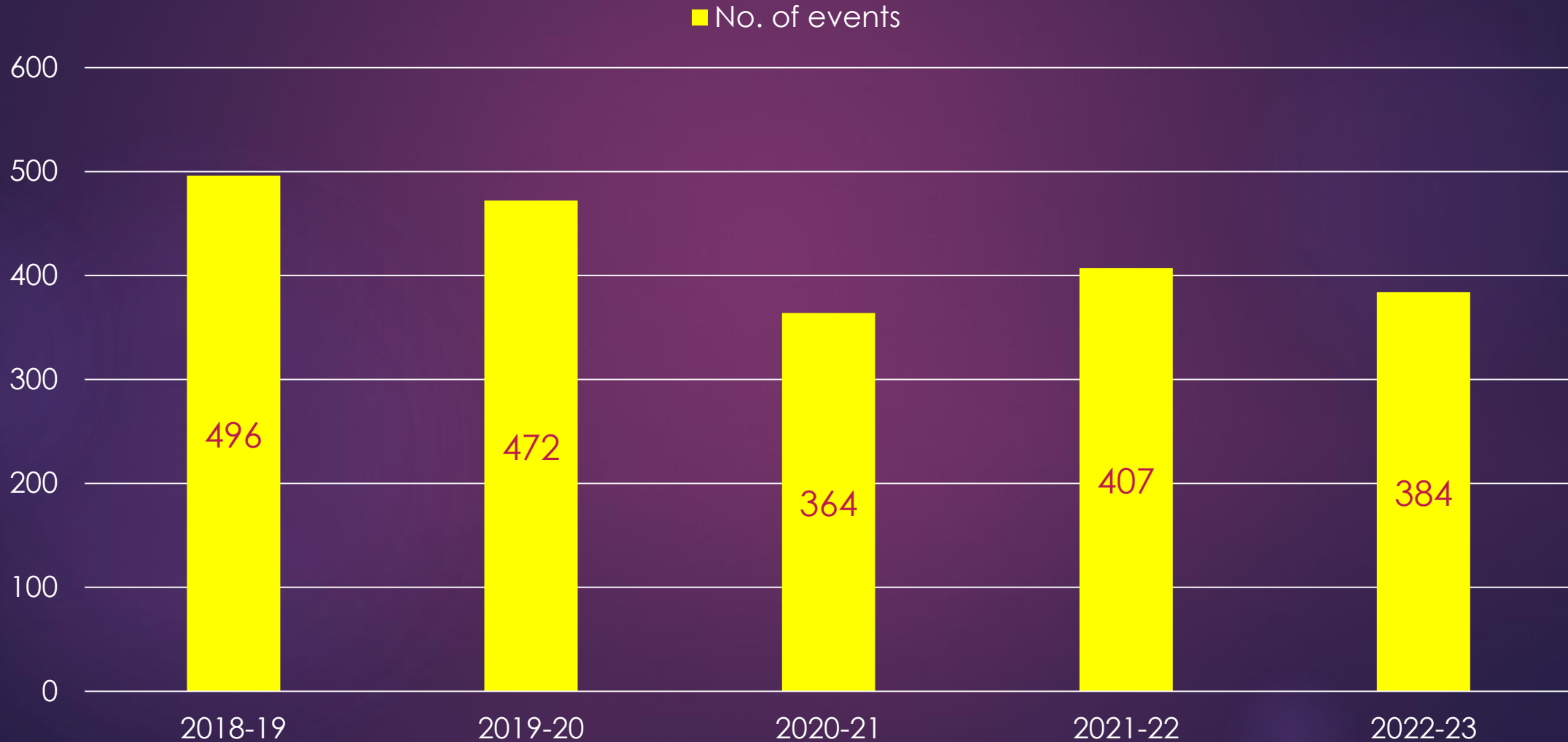
# Poll question

- ▶ What is the incidence of 'surgical never events' in the USA?
  - a. More than 100/ day
  - b. More than 10/day
  - c. 1-2 per day
  - d. 1 every week
  - e. 1 in every two weeks

4082 events / year in The USA<sup>1</sup> (Based on malpractice claims – article published in 2013)



# NHS – surgical never events



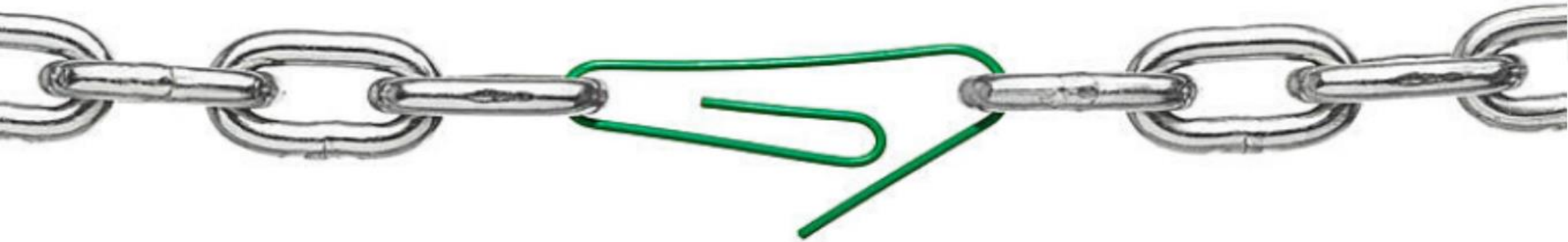
# Consistently same mistakes

- ▶ Wrong site surgery –
  - ▶ Wrong site block given
- ▶ Retained foreign objects
  - ▶ Forgotten vaginal swab
  - ▶ Forgotten surgical gauze
- ▶ Wrong implants / prosthesis

# Are we doing enough?

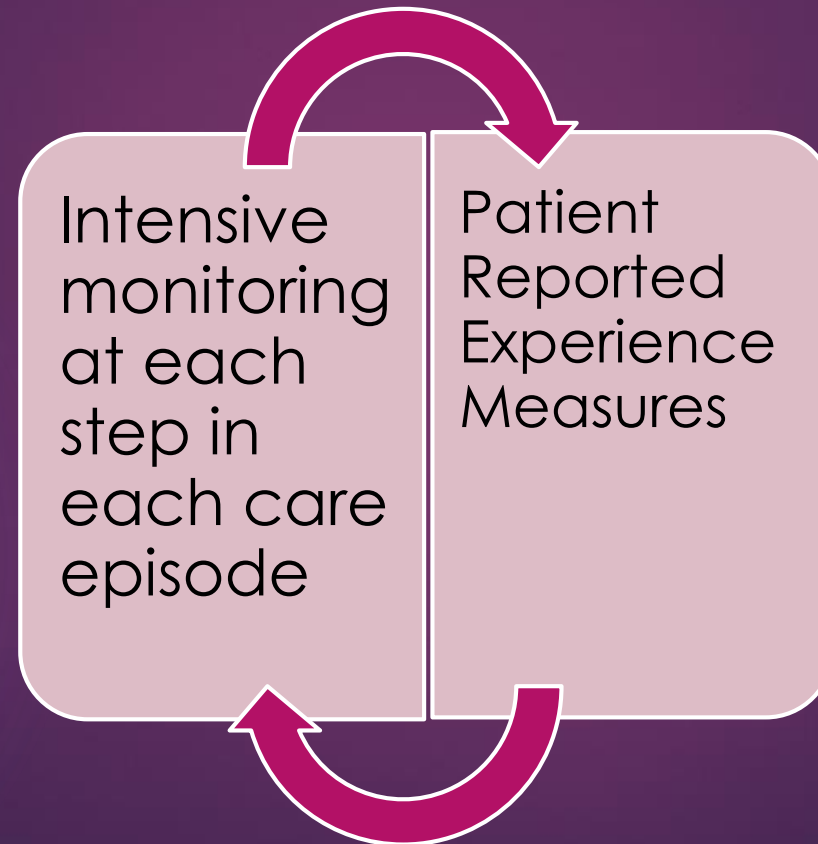
- ▶ Checklists
- ▶ Clinical pathways
- ▶ Policies
- ▶ Protocols
- ▶ Processes





Kamzor kadi kaun?

# How to identify the weak link?



# Poll question

- ▶ Your experience with PREMs can be best described by which of the following statements ?
  - A. I often use PREMs in my regular practice
  - B. I have used PREMs once or twice so far
  - C. I have never used PREMs and would like to use them



# Patient reported experience measures

- ▶ PREMs are specific self-reporting instruments that measure patient's perception of experience while receiving care - Jo Ravelingien<sup>2</sup>.
- ▶ Questionnaire based survey taken by the patient
- ▶ Helps in establishing if the team members are implementing the quality protocols
- ▶ E.g. – question on surgical site marking

# Potential uses of PREMs

- ▶ Useful measure of what actually happens in care episode
- ▶ Proactive measure to identify areas for improvement
- ▶ To assess effectiveness of CAPA
- ▶ To improve communication with the patients and families
- ▶ Opportunity to elevate patient's voice



**WHO**

**WHAT**

**WHERE**

**WHEN**

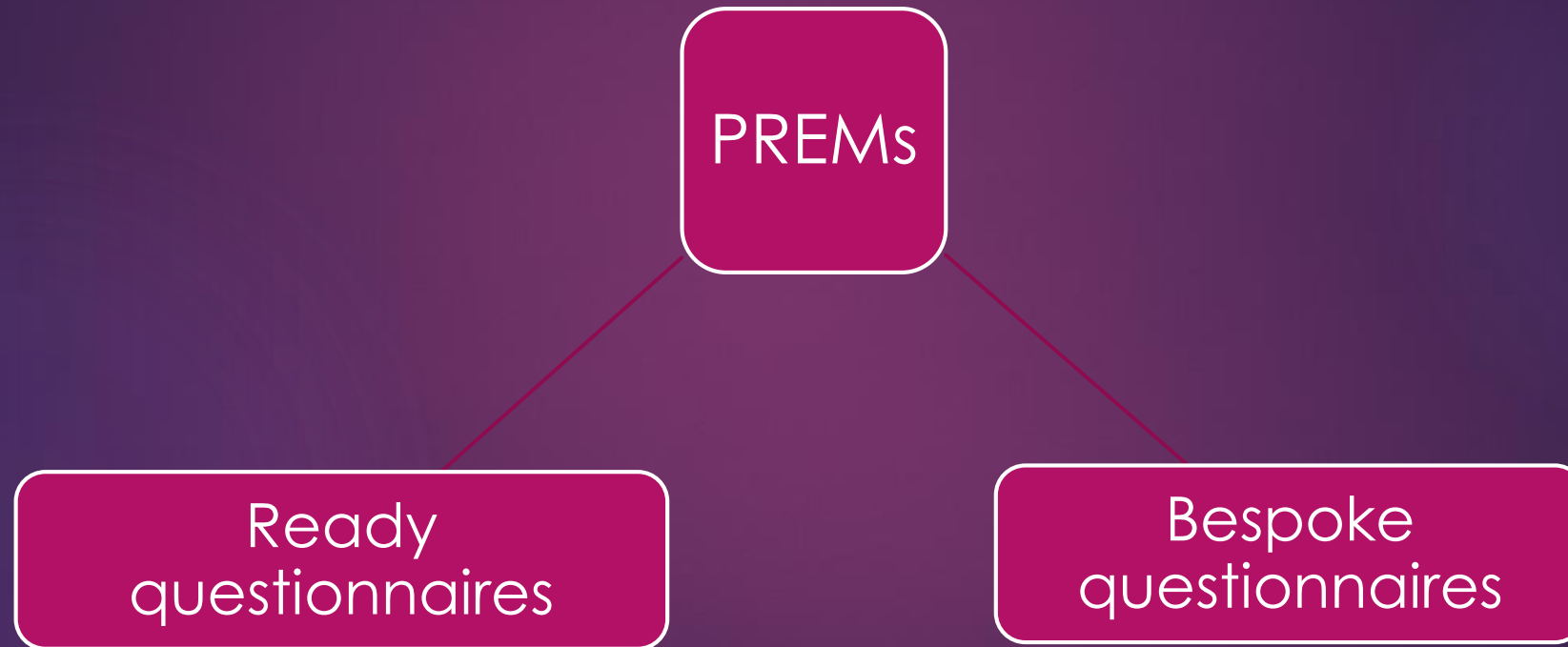
**WHY**

**HOW**

**QUESTIONS**

**ANSWERS**

# How to implement PREMs?



# Readymade questionnaires

- ▶ The agency for healthcare research and quality<sup>3</sup> (AHRQ) has published various questionnaires –
  - ▶ Accident and Emergency Department Questionnaire<sup>4</sup> (AEDQ)
  - ▶ National Inpatient Survey, the navigated transcranial magnetic stimulation (nTMS) –PREMS<sup>5</sup>
- ▶ The Consumer Assessment of Healthcare Providers and Systems<sup>6</sup> (CAHPS)

# Bespoke questionnaire

- ▶ Identify a suitable area to conduct the project
- ▶ Prepare a pilot questionnaire
- ▶ Simple questions with unambiguous answers.
- ▶ Test the questionnaire among smaller group of patients
- ▶ Modify the survey questions (if needed)
- ▶ Multilingual forms can be an option



# Administering the survey

- ▶ Explain purpose of the survey
- ▶ Decide the frequency of administering the survey
- ▶ Mode of administering the survey – QR code, SMS, email, hard copies, third party agencies, website/ patient portal
- ▶ Avoid asking the patients to take survey in presence of the staff members.
- ▶ Conducting reliability and data validation tests is important.



**KEEP AN EYE OUT FOR  
TRIPPING HAZARDS**



**BEFORE THEY FLOOR** **YOU**

# Pitfalls of PREMs

- ▶ It is important that all stakeholders realize the value of PREMs
- ▶ Leadership support is critical
- ▶ Identify the key areas for implementing PREMs
- ▶ Easy to understand questions with unambiguous answers
- ▶ Data collection and analysis can be labor intensive and automation is needed
- ▶ Validation of data absolutely critical

# Limitations of PREMs

- ▶ Measure of patient's perception and not actual outcome
- ▶ Patient's responses can be subjective and could be biased by their previous experiences
- ▶ Data validation is critical



They say we learn  
from our  
mistakes...

That's why  
I'm making  
as many  
as possible.

I'll soon be a genius!

Learning from your mistakes makes  
you smart.

Learning from other people's  
mistakes makes you a genius.

# Our experience

- ▶ Perioperative PREMs
  - ▶ Critical area for patient safety
  - ▶ Heavily dependent on reporting by team members
  - ▶ To assess effective communication with the patients



# Perioperative PREMs

- ▶ Advice about preoperative fasting
- ▶ Information about type of anaesthesia
- ▶ Clearing doubts about surgery
- ▶ Involvement in surgical site marking
- ▶ Explanation about post operative pain management
- ▶ Hand hygiene compliance by staff members
- ▶ Total participants -5058 since June 2021

# MRI safety

- ▶ Busy MRI suite , Miscommunication can have disastrous consequences
  - ▶ Advise about not carrying metals inside
  - ▶ Preprocedure inquiry about past surgeries, metal implants
  - ▶ Asked about pregnancy
  - ▶ Advise about seeking help
  - ▶ Information about avoiding movement
  - ▶ 1880 responses since June 2021



# Way forward

- ▶ To create a repository of PREMs for various aspects of care
- ▶ Multicenter study to assess degree of communication with patients undergoing MRI scan

# Conclusion

- ▶ We need to walk the talk about healthcare quality
- ▶ Ensuring quality at every step in each care episode
- ▶ PREMs are simple yet effective method of elevating patient's voice and assessing the performance of our teams.

# References

1. Surgical Never Events in the United States W.T. Mehtsun A.M. Ibrahim M. Diener-West DOI:<https://doi.org/10.1016/j.jvs.2013.05.040>
2. Jo Ravelingien, November 2020. Everything you need to know about PROMs and PREMs, <https://www.remecare.eu/blog/everything-you-need-to-know-about-proms-and-prems>
3. CAHPS Patient Experience Surveys and Guidance. Content last reviewed May 2022. Agency for Healthcare Research and Quality, Rockville, MD. <https://www.ahrq.gov/cahps/surveys-guidance/index.html>
4. Bos N, Sizmur S, Graham C, van Stel HF. The accident and emergency department questionnaire: a measure for patients' experiences in the accident and emergency department. *BMJ Qual Saf.* 2013;22(2):139-146.

# References

5. Patel S, Ghimire P, Lavrador JP, et al. Patient-reported experience measures in patients undergoing navigated transcranial magnetic stimulation (nTMS): the introduction of nTMS-PREMs. *Acta neurochirurgica*. 2020;162(7):1673-1681.
6. CAHPS Patient Experience Surveys and Guidance. Content last reviewed May 2022. Agency for Healthcare Research and Quality, Rockville, MD. <https://www.ahrq.gov/cahps/surveys-guidance/index.html>



**THANK  
YOU**

for

**LISTENING**

**ANY QUESTIONS?**